

CONSTRUCTION SOFTWARE TECHNOLOGIES JOB DESCRIPTION

	JOB SPECIFICS	
Position Title:	Partner Support Tech	Location: Blue Ash
Reports To:	Manager of Plan Room Operations	Exemption Status: Exempt
Department/Division:	Reprography	Travel: Up to 50%
Department Manager Approval		Date Modified: 12/22/09
Human Resources Approval		Date Approved:

Position Purpose: Administrator and Support Technician for all CST's upload and printing applications and related scanning equipment. Provide training and support to reprographers, scanning partners, CST clients, and CST scanning operations.

Essential Duties & Responsibilities:

1. Administrator for the iSqFt POM system and maintaining credit transactions for POM print orders.
2. Responsible for technical issues that deal with downloading and fulfilling print orders.
3. Perform training and support for all of CST's reprographic partners on the proper way to scan/upload projects/addenda to the iSqFt servers.
4. Setup workstations for use with our iScan FTP program for sending plans/specs/addenda to our formatting servers.
5. Install large format scanning equipment, small format scanning equipment, and train scanning personnel on the proper techniques for scanning the projects for iSqFt.
6. Provide technical support for all of CST's Internet Plan Rooms.
7. Assist customers with plotter printing issues with such brands as HP, Xerox and Canon.
8. Supply management with reporting and analysis from FAS and POM applications.

Essential Skills & Abilities:

1. Must have strong organizational skills and ability to work as a team player within a support organization.
2. Must possess exceptional communication and presentation skills, problem solving, and time management skills.
3. Must be comfortable operating in an on line environment.
4. Intermediate knowledge of Word and Excel is required. The ability to perform effective on-line presentations or training is required, experience with Go-To-Meeting and Go-To-Assist preferred.
5. Experience or knowledge of reprographics and the commercial construction industry is preferred.

Training and Educational Requirements:

1. BS/BA degree preferred with a Technical focus and/or related work experience in a technical support and/or a customer account manager role.
2. One year experience performing online presentations or training.
3. Prior experience in reprographics or commercial construction industry is desired.

Physical Demands & Work Environment:

1. Sitting for extended periods of time are required
2. Lifting / moving plan sets or equipment that can weigh up to 60 pounds.

Reporting to this position: None

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